

MIQ Staff Guide

Information to support our people working in Managed Isolation
and Quarantine Facilities in Aotearoa New Zealand

V7.0R – Current as of 18 November 2021.

Note: This document is updated regularly. Printed copies may be out of date.



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Revision History

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Version	Date	Section/Appendix	Page	Author(s)	Summary of changes
7.0R	22/10/21	Throughout the document	NA	Operational Policy	Short stay changes applied
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Nau mai, haere mai

E ngā mana, e ngā reo, e ngā iwi. E rau rangatira mā

All peoples of the world, all speakers of languages, to all our iwi and all the chiefly peoples.

Tēnā koutou, tēnā koutou, tēnā koutou katoa.

Hello to you all.

Nau mai, haere mai ki tēnei mahi whakahirahira, kia haumaruru te noho o ngā tāngata e hoki mai ana ki Aotearoa.

Welcome to this important work where we provide a safe and welcoming stay for people returning to Aotearoa New Zealand.

Kia ora and welcome to Aotearoa New Zealand's Managed Isolation and Quarantine (MIQ) Team, whereby mahi tahi – working together – we will provide a safe and welcoming space for all people arriving in New Zealand, members of the community who test positive for COVID-19 or are close contacts of someone who has tested positive.

Aotearoa New Zealand is committed to reducing the spread of COVID-19. That is why international arrivals into New Zealand must spend at least 7 days in Managed Isolation or Quarantine.

As a staff member of one of those Managed Isolation or Quarantine Facilities, you have an important role to play in keeping all New Zealanders safe.

Please take time to read this Staff Guide. It contains information about your role, the team you are part of and our expectations of you.

Staying in Managed Isolation can be a challenging experience for both returnees and community cases, but we are all committed to making the Managed Isolation and Quarantine experience a positive one.

Thank you for your commitment to keeping our whenua safe.

Kia kaha, kia māia, kia manawanui – be strong, be brave, be steadfast



Deputy Secretary Chris Bunny and Brigadier Rose King
Joint Heads of Managed Isolation and Quarantine

Engaging with a te ao Māori world view

Recognising the diversity of our Returnees

The involvement of Māori and iwi in the development and implementation of the Managed Isolation and Quarantine facilities has helped shape a special experience for our Returnees – one that infuses a te ao Māori approach that is uniquely ours.

Iwi representatives from some of the regional areas have been involved in determining what facilities will be used, placing special rāhui over these facilities and implementing iwi-centric tikanga to the operational procedures of the facility.

Wellbeing and Cultural Advisors are at each facility to help you to manaaki and awhi Returnees.

For Māori returning for bereavement reasons, the Cultural Advisors will liaise with whānau already in Aotearoa to determine the best approach for tangihanga processes.

Welcome pack for Returnees

The Returnees staying at a MIQF have all been given a Welcome Pack that outlines what will happen while they are in Managed Isolation.

You should be familiar with the information in the Welcome Pack as it will help you provide support to Returnees. See more information under: ***Welcoming Returnees***.

Learn@MIQ

Learn@MIQ is the learning management system available to all MIQF government agency and partner staff. This interactive training platform will ensure you are supported with the right training to work safely in our facilities and provides assurance that all staff have been trained in the required Infection Prevention Control and Privacy protocols.

You can access Learn@MIQ via any work or private device, using your work or personal email.

If your agency requires you to have a MIQ Photo ID card, you will receive an email from Learn@MIQ inviting you to log on, change your password, and start online learning, which includes e-learning modules, quizzes and surveys, videos and supporting resources, and a learning record of completed courses and assessments.

If you do not have an MIQ Photo ID Card, please contact MIQLearning@MIQ.govt.nz to discuss obtaining a login to Learn@MIQ.

An overview of your role

What is Managed Isolation and Quarantine?

Managed Isolation and Quarantine facilities have been set up by the government to manage the isolation of people returning from overseas and the quarantine of COVID-19 positive people and their close contacts.

Around the world outbreaks of COVID-19 are still very widespread, and there is a substantial risk that people arriving into New Zealand could be infected, often without showing any symptoms. The facilities are a key measure at our border to ensure people who enter New Zealand do not introduce COVID-19 in the community, and that those entering from the community do not spread it further.

People entering New Zealand (Returnees) who have been assessed as being low risk of having COVID-19 on arrival in New Zealand (for example those who have passed a health screen or have no COVID-19 symptoms) will spend at least 7 days in a Managed Isolation Facility (MIF) and a period of self-isolation at their home or alternative accommodation.

Those Returnees who pose a higher risk of infection such as having symptoms, or people in the community who have tested positive for COVID-19, are accommodated in a quarantine facility (QF) which has increased clinical support and infection prevention and control (IPC) measures.

In some regions, there are Dual-use Facilities that are capable of managing both isolation and quarantine cases, albeit in completely separate zones.

The facilities are staffed by a team of dedicated health professionals, hotel and other government personnel. See more information under: ***Organisations working in a MIQF.***

The Managed Isolation or Quarantine Facility (MIQF) Operations Framework and Standard Operating Procedures (SOPs) detail the policies and procedures required to operate a facility. Please ensure you read these, so you are aware of how the MIQF functions. The MIQF Operations Framework is available online and regularly updated on the [MIQ website](#). SOPs can be found on MS teams. If your agency cannot access MS Teams, please contact your Manager.

Your role in keeping New Zealand safe

As a staff member at a MIQF, you have an important role to play in keeping our country safe and free from COVID-19.

The primary aim of the MIQFs is to prevent the spread of COVID-19 into the New Zealand community. At the same time, we want to prevent community transmission of COVID-19 *within* the MIQFs – to keep Returnees and our people and their families safe.

Your role is to support the people who have returned from overseas, or have come from the community, and ensure they are safe and healthy and make sure all policies and procedures are followed.

If we all play our part, we can continue to keep New Zealanders safe.

Managed Isolation or Quarantine Facility

There are currently Managed Isolation Facilities located in hotels in Auckland, Christchurch, Rotorua, Wellington and Hamilton. They are stand-alone facilities so each MIQF is different from the others.

In addition to the national MIQF Operations Framework and SOPs, each facility will have site-specific processes. Your Site Manager will be able to provide details for the site.

You will receive the training required for your position and complete a full induction before you can begin working at MIQF.

To enter a facility, you **must** provide proof of vaccination and sign in using WhosOnLocation providing an approved form of photo ID (see section *COVID Testing and Vaccination*). When you sign into WhosOnLocation you will be asked to provide your date of birth, telephone number, email address and testing status. This information is required under s11a of the Required Testing Order. You should be provided a copy of the Privacy Statement.

At any facility, it is important that you enter your legal name and details into WhosOnLocation and continue to use the same details in all subsequent visits. This is to ensure that duplicate profiles are not created. The first time you log in will be as a VISITOR and from thereon as an EMPLOYEE.

Facility operation

All facilities are secured and closely monitored to ensure adherence to all the measures are in place to keep New Zealand safe.

Some hotels also have long term residents, and measures are in place to ensure Returnees in isolation remain separate from these residents.

The staff teams working in each facility vary in size depending on facility capacity. The teams include people from government agencies (MBIE, the Ministry of Health, New Zealand Defence Force, Police, Aviation Security, DHBs, MSD) and third-party private sector organisations (e.g. hotel staff and private security firms). They support the health, wellbeing, security, supplementary logistics and administration of facilities and the Returnees.

Organisations working in a MIQF

The Managed Isolation and Quarantine system is supported by a number of different agencies.

All-of-Government (AoG) team

The COVID-19 All-of-Government Response Group provide national level oversight and coordination of government agencies' responses to COVID-19. Within AoG, there are specific teams responsible for MIQF.

MBIE Managed Isolation and Quarantine

The Ministry of Business Innovation and Employment (MBIE) is responsible for the planning and operation of the MIQF system.

Other agencies, including the Ministry of Health, New Zealand Defence Force, Police, Customs, Aviation Security Service, and Department of Prime Minister and Cabinet, are working together with MBIE to deliver an enduring MIQF system.

The MIQ Team is jointly led by MBIE Deputy Secretary Chris Bunny and Brigadier Rose King.

The MIQ Communications Team is responsible for providing information to Returnees and staff, and all engagement with media. There are dedicated communications staff in each region.

MBIE is also responsible for the contracts with the hotels.

Regional Isolation and Quarantine Control Centre (RIQCC)

Your RIQCC oversees and coordinates local MIQF services, ensuring that the facilities in your region are enabled to operate safely.

The RIQCC (headed up by a Regional Operations Director) liaises between the MIQF Team onsite at the facility and the MIQ Leadership Team.

We have three RIQCCs – Auckland, Central (made up of Hamilton, Rotorua and Wellington) and Christchurch.

They are also responsible for implementing national policies and standard operating procedures, leading operations at our facilities and coordinating support and working with local government, iwi and partners.

On-site MIQF Teams

Your MIQF Team consists of staff from the MIQ agencies and hotel staff. The role of some of these agencies is explained in the table below.

Depending on your site, there may also be staff from a third-party private sector provider such as a security firm.

Your MIQF Manager leads the MIQF Team, responsible for operation of the facility, providing Health and Wellbeing services, security, assistance to Returnees, and hotel functions (e.g., front of house, catering, cleaning).

Organisation	Role
New Zealand Defence Force (NZDF)	NZDF are the lead agency on behalf of MBIE at each site. They are responsible for operation of the MIQF including site management, administration and logistics.
Ministry of Health (MoH)	MoH is responsible for setting the health requirements for MIQFs, including infection prevention and control, testing, daily health checks and arrival and exit health screening.
District Health Boards (DHBs)	Staff from the DHBs are responsible for conducting testing, daily health checks, arrival and exit health screening, and on-site support from IPC specialists. Staff from DHBs are also responsible for providing Returnees with Healthcare and Wellbeing services.
Security Staff	MIQ Security is provided by MBIE, NZDF, Aviation Security (Avsec) and private security companies to keep sites safe/secure and keep our communities protected.
New Zealand Police	New Zealand Police provide on-site and on call support for situations that require enforcement of the law or the rules.
Hotel Staff	The various functions of the hotel remain in place including management, front of house, cleaning, catering and maintenance.
Approved Transport Providers	Approved Transport Providers are responsible for transferring Returnees from their port of arrival to the MIQF and from a MIQF, or external health appointment if required.

Approved visitors to the MIQF

From time to time there may be approved visitors in the MIQF such as contractors or official visitors. All approved visitors entering MIQF must be vaccinated as per MoH guidelines and pre-approved by the MIQF Manager to be on-site, and security at the front gate must be notified to expect their arrival. Queries can be directed to respective Operations team.

Approved visitors are required to be tested for COVID-19 within 7 (QF) or 14 (MIF) days following their visit.

If you are in charge of escorting an approved visitor on-site you must:

- Advise them before their visit that they will need to be tested for COVID-19.
- Ensure the induction checklist is completed, including IPC measures to be adhered to.

- Ensure workers are signed in WOL (Who's on Location).
- Provide appropriate visitor tag so that they are easily identified.
- Escort the person as instructed by the MIQF Manager.
- Provide the *Standard Letter - Testing requirement for visits to or work in managed isolation and quarantine facilities*.

Returnees may not have visitors (including friends and family) during their isolation stay.

Note: The Office of the Ombudsman has established a small team of inspectors to undertake COVID-19 MIF and QF inspections to ensure Returnees' basic Human Rights are respected. Their visits are allowed without being announced prior. For further information, please check *Guidelines for Ombudsman Inspections* in MS Teams.

Note: Under Article 26 of the Vienna Convention on Consular Relations 1961, an accredited Consular Official has the right to communicate or visit nationals from their state who are in a MIQF. When they leave the MIQF, provide the *Standard Letter - testing requirement for visits to or work in MIQF facilities*.

Note: When an accredited Diplomat from another country is isolating in a MIQF, it is by choice and as an act of good will towards New Zealand. Per Article 29 of the Vienna Convention on Diplomatic Relations 1961 they are not required to follow guidelines or procedures. In the rare event that a problem arises, immediately notify the MIQF Manager.

Code of Conduct and our expectations of you

As a staff member at a Managed Isolation or Quarantine Facility, there are certain expectations you need to meet. These are in addition to any expectations and codes of conduct you have agreed to in your substantive role with your employer.

Standards of Integrity and Conduct

A high standard of integrity and conduct is required from all staff working for Managed Isolation and Quarantine. Our reputation depends on our ability to build and maintain a high trust, strong public management system, and a workplace culture that promotes integrity and ethics as central to our values and work.

Taking on this role is not easy, and the highest standards will be expected of you. You have a team who support you to deliver a service to New Zealanders so that our communities can remain free of COVID-19. You will need to be robust in ensuring compliance but also efficient and empathetic to those Returnees staying at a MIQF.

Protecting Returnee privacy

Our Returnees have a right to privacy – it's a human right, which is why we have the Privacy Act 2020 which applies to every person, business or organisation in New Zealand.

Just as you are protecting the health and safety of the Returnees, you are also responsible for protecting their privacy at all times (including privacy of their information).

The New Zealand public and your whānau and friends have a high level of interest in COVID-19. Therefore, they will be interested in your role and what's happening at a MIQF. Please remember: while you may discuss your role with them:

- You must not take photos, film or audio-record at the facility.
- You must not post on any form of social media about the Returnees or about your work in a MIQF.
- You must keep Returnees' private information private.

As a staff member, you are working in a position of trust. You need to be robust in doing the right thing. If you're not sure about what's appropriate, talk to the MIQF Manager or your Line Manager.

Welcoming Returnees

The people who will be entering Managed Isolation or Quarantine have all arrived from overseas. They may have had a long trip to get to New Zealand and spent significant time in lockdown in other countries. On arrival at a MIQF, they may be very tired and emotional.

Your role is to support them during their stay and to help ensure the health, safety and security of everyone at the facility.

Welcome Pack

All Returnees and cases from the community will be given a copy of the Welcome Pack when they first arrive at the facility. This outlines what they may, and may not, do during their 7 days of Managed Isolation and contains a range of information that they may find useful.

The pack advises Returnees to contact on-site staff if they have any questions. Your MIQF Manager will advise you when an updated version of the Welcome Pack becomes available.

Translations and alternative formats

To support the diverse needs of our Returnees, the Welcome Pack is available in te Reo and several other languages most commonly spoken by our Returnees. Welcome Pack translations can be found on the MIQ Website: <https://www.miq.govt.nz/search/SearchForm?Search=welcome+pack>

The Testing and Consent forms and Final Health Check forms are also available in multiple languages. These forms are available on MS Teams (location) for download and printing.

Additional languages can be requested. Talk to your **Regional Communications & Engagement Advisor** about what is available.

Answering Returnee queries

The Operations Framework and SOPs will often help you answer Returnees' questions that aren't answered by the Welcome Pack.

If Returnees have questions you can't answer, direct them to:

- **The relevant person in your On-site Team** – who has the site-specific information for facility MIQF.
- **Miq.govt.nz** – detailed information on being in Managed Isolation, exemptions and payments.
- **Covid19.govt.nz** – advice and updates on COVID-19 in New Zealand.

If you have any questions, please **talk to your MIQF Manager or Line Manager**.

Common Returnee queries

The table below provides replies to some common Returnee queries.

If a Returnee asks about...	Refer them to...
General concerns about their stay and what they can and cannot do, such as exercise, laundry or what to do in an emergency.	The 'Welcome Pack' for details and familiarise yourself with the facility's policies.
Health concerns, medical or prescription needs or testing questions.	The on-site Health Team or Nurse.
Supermarket or online shopping.	The Welcome Pack. Note: rules around online shopping vary in each city and hotel. Some hotels cannot allow alcohol to be delivered due to their liquor licence.
Drop-offs at a MIQF, and rules around contact with their family/whānau.	The Welcome Pack. Reminder: no visits are allowed, but free Wi-Fi is available for all Returnees to stay connected.
Having a family member join them in Managed Isolation.	https://www.miq.govt.nz/exemptions Note: Returnees may have a family member or carer join the if they are: <ul style="list-style-type: none"> • Unaccompanied and under the age of 18. • Vulnerable and in need of special care.
Travel and accommodation plans for when they leave the facility.	Returnees may be transported back to their international arrival airport or may choose to make their way home from the hotel they are in.
Welfare support.	<ul style="list-style-type: none"> • The Welcome Pack. • The Wellbeing Coordinator and/or the Community Connector (MSD) on site (in Auckland only). <p>Note: All MSD services are available online or by phone – Returnees should be able to apply for jobseeker or housing support online, and begin searching for employment online</p> <p>If you believe urgent welfare support is required, you should inform the MIQF Manager (or their delegate) as soon as possible.</p>

Complaints or issues

If a Returnee wishes to make a complaint, they can refer to Complaints section of the Welcome Pack. If they still have an issue, direct them to the MIQF Manager or the Wellbeing Coordinator. If the Returnee is still not satisfied with the response, they may make a formal complaint using the online form on the Contact Us page of the MIQ website: miq.govt.nz.

If you have a complaint, raise it with your Line Manager in the first instance. If the issue is still not resolved, it is recommended you contact your respective agency's Human Resources team.

If you have experienced discrimination or have been treated differently because you work at MIQF, a mechanism has been set up for all workers to report these incidents. Please email treatmefairly@miq.govt.nz. Any information you provide will be treated as confidential and we will only share details of your report with your permission.

Leaving the facility

Returnees are required to stay in the isolation facility for a minimum of 7 days from the time they land in New Zealand followed by a period of self-isolation at their home or alternative accommodation. Before they leave the facility Returnees need to be assessed as low risk by a Health Practitioner before they can return to their community or whānau. This will usually involve:

- A negative COVID-19 test around day 5/6 **and**
- Being assessed by an on-site Health Practitioner as being symptom free of COVID-19.

Returnees can be required to remain in the MIQF, up to a total of 20 days, if they are not considered a low risk by a Health Practitioner.

Exemptions from Managed Isolation

A very small number of Returnees may be eligible for an exemption from Managed Isolation in circumstances such as a serious medical condition that cannot be managed in the accommodation provided or other exceptional circumstances.

The Returnee should apply for an exemption before they arrive or as soon as they become aware of the circumstance. Requests are balanced with the importance of keeping COVID-19 out of our communities – we can't allow any undue health risk.

More details about who can apply, how to apply and the information needed to consider an exemption can be found at: <https://www.miq.govt.nz/exemptions>.

To apply for exemptions, people can email: isolationexemptions@mbie.govt.nz.

There are no exemptions from quarantine.

Interacting with Returnees

You need to fulfil your role in a way that treats Returnees equally and with compassion, dignity and respect. This is an obligation under the NZ Bill of Rights Act 1990. When interacting with a Returnee, remember that they may be unhappy about enforced isolation or under other stresses and their manner or behaviour may reflect this.

At the same time, you need to ensure Returnees understand and comply with the rules in Managed Isolation.

Managing privacy

Photos, filming and audio recordings

To protect the privacy and safety of staff and other Returnees, all Returnees have been informed they are not permitted to take photos, film or audio-record in private areas at this facility. Private areas include the Nurses' testing and health rooms, and operations and security spaces.

If you see a Returnee filming people without their permission, or filming in one of these spaces, you may ask them to stop. If they do not comply, inform a Security Officer or Officer or Operational Security Manager.

On-site security

Security is provided at the MIQF to protect the safety of the Returnees, workers and our communities and to ensure the correct procedures are followed at all times.

If you have an issue with a Returnee/fellow staff member(s) not complying, you should first explain why the rule is in place. If they continue to be non-compliant, inform a Security Officer or the MIQF Operations and Security Manager.

The Returnee/approved visitor/staff member should be warned that it's an offence under section 27 of the COVID-19 Public Health Response Act 2020 to fail to comply with the directions and could result in a fine or imprisonment. Security should call your on-site Police Officer if the behaviour continues.

NZDF and AVSEC staff have been appointed by the Minister of Health as Enforcement Officers under the COVID-19 Public Health Response Act 2020 and have the power to issue legally binding directions. Private security companies also provide security staff to assist with security at our MIQFs.

Managing incidents with Returnees

On-site MIQF staff are the first line of defence for managing Returnee incidents, with an escalation line to the on-site Police.

Steps to follow in response to concerns with Returnees or incidences of non-compliance are detailed in the SOP *Stay in a MIQF* Incident Management section.

You must complete an Incident Report whenever an incident occurs, as described in the MIQF Operations Framework Risk Management section.

If you suspect the incident is a case of family violence or sexual abuse, information on providing help in such situations is available in **Appendix 2**.

If you have concerns about a child's safety and wellbeing, see the **Stay in a MIQF SOP** for the steps to follow, under section **Concerns about a child's safety and wellbeing**.

Your Health and Safety

Your Health and Safety responsibilities

As a worker in a MIQF, you must:

- Take all reasonable care of your own wellbeing, Health and Safety.
- Make sure your actions don't cause harm to others.
- Follow the Health, Safety and Wellbeing Policy and any related standards, procedures and guidelines.
- Speak up when something isn't healthy or safe, and report incidents, near misses and hazards as soon as possible.
- Take an active role in your own rehabilitation after illness or injury.
- Make sure you're prepared for emergencies.
- Take part in mandatory Health and Safety training.
- Take part in mandatory COVID-19 testing.

You will receive appropriate IPC training when you start. Ensure you also read the IPC SOP and the facility's Infection Prevention and Control (IPC) plan.

It is important that you follow the IPC procedures to keep yourself, your co-workers, your family and whānau and the community safe and healthy.

COVID-19 is mainly spread by droplets and contact with surfaces that may be infected from droplets so keeping distant from others and following good IPC measures protects you and others from any spread of COVID-19.

- Wash your hands with soap and water often (for at least 20 seconds) and dry thoroughly. Use 60% alcohol-based hand sanitiser if hand washing facilities aren't available.
- Keep a distance of two metres from Returnees at all times, and from other staff wherever possible.
- Cough or sneeze into the crook of your elbow or cover your mouth and nose with tissues, then put them in a bin immediately and wash your hands.
- Avoid touching your face, including your eyes, nose, and mouth. Surfaces may have infectious droplets.
- Wearing the appropriate PPE for your situation.
- Clean and disinfect frequently touched objects and surfaces regularly and thoroughly.

Daily health checks

Every time you come on-site at a MIQF you will need to complete a health check by a trained member of staff or someone from the on-site Health Team. The health check consists of a temperature check and a set of questions asking how you feel that day.

If you become unwell

If you are unwell at home, do not come to work and contact your Line Manager to advise them of your absence. If you have cold, flu or COVID-19 symptoms, stay home and call your GP or Healthline on [0800 358 5453](tel:08003585453) for advice about getting tested. Advise them you work in a MIQF.

If you become unwell while at work, notify your Line Manager immediately. If you have COVID-19 symptoms, the MIQF Manager also needs to be advised.

The symptoms of COVID-19 are similar to common illnesses such as cold or influenza. They can include one or more of the following:

- A new or worsening cough.
- Fever (at least 38°C).
- Shortness of breath.
- A sore throat.
- Sneezing and running nose.
- Temporary loss of smell.

Shortness of breath is a sign of possible pneumonia and requires immediate medical attention.

Some people may present with less typical symptoms, such as: fever, diarrhoea, headache, muscle pain, nausea/vomiting, or confusion/irritability.

Symptoms can take up to 14 days to show after a person has been infected. The virus can be passed onto others before they know they have it – from up to two days before symptoms develop.

If you have any COVID-19 symptoms, you should be tested and must self-isolate while waiting for test results.

For more information visit health.govt.nz/covid-19. In emergencies call 111.

Personal Protective Equipment

You will be provided with all the appropriate Personal Protective Equipment (PPE) that you may need to do your specific job. Education will be provided on how and what PPE you will need to wear, in line with Ministry of Health guidelines and **SOP: IPC**.

Medical masks are required to be worn when working in a MIQF as outlined in **SOP: IPC** and instructed by the MIQF Managers.

If you have any questions or concerns about using PPE, discuss these immediately with your MIQF Manager or Line Manager.

COVID-19 Testing and Vaccination

Testing and vaccination are critical to protect you, your family and whānau and co-workers, and to stop COVID-19 being introduced into New Zealand's community.

Health workers conduct all COVID-19 testing in the MIQF.

Vaccination

Under the **COVID-19 Public Health Response (Vaccinations) Order 2021**¹, all MIQF staff and visitors must have received two doses of the Pfizer-BioNTech vaccine in order to enter an MIQF. However, new workers and approved visitors may have had only one dose when they first enter the MIQF but must have their second dose within 35 days of commencing work.

The Government has amended the Vaccinations Order to expand the COVID-19 vaccines that New Zealand recognises for workers at the border. This enables people to undertake work at the border with the Medsafe recognised vaccines Pfizer/BioNTech (Comirnaty), AstraZeneca, Moderna and Janssen.

Pfizer/BioNTech (Comirnaty)	Either two doses or at least one dose before commencing work and a second dose within 35 days of the working start date.
AstraZeneca	Either two doses or one dose of AstraZeneca before commencing work and one dose of Pfizer/BioNTech within 35 days of the working start date.
Moderna	Either two doses or one dose of Moderna before commencing work and one dose of Pfizer/BioNTech within 35 days of the working start date.
Janssen	One dose.

¹ <https://www.legislation.govt.nz/regulation/public/2021/0094/latest/whole.html>

Proof of vaccination and one form of photo ID also needs to be provided in order to gain entry to a facility. If a worker is unable to provide proof of their vaccinations they will not be granted entry.

Proof of vaccination can be **one** of the following:

- Purple DHB-issued COVID-19 Vaccine Record Card showing both doses.
- COVID-19 MIQ Vaccine Certificate confirming both doses, available from your employer.
- Online patient portal or app such as ManageMyHealth that shows both doses.
- A letter from your GP confirming both doses.

Photo ID **examples**:

- MIQ or employer photo ID card.
- Driver's Licence.
- Passport.

Testing

Being fully vaccinated means you are less likely to have COVID-19 symptoms, so more reliance now needs to be placed on regular testing to detect infection early and better protect workers, colleagues, whānau and wider community. The [Public Health Response \(Required Testing\) Order 2020](#) requires workers at Managed Isolation and Quarantine facilities to comply with the following testing requirements:

Quarantine Facility	Daily testing when workers are onsite at work on-site twice a week or more. For workers who are on-site less than twice a week, see the Occasional workers section below.
Isolation Facility	Two tests within seven days, each test being at least two days apart.
Dual Use Facilities	When operating as a Quarantine Facility undertake daily testing on-site as above. When operating as an Isolation Facility undertake two tests within seven days, each test being at least two days apart, as above.
Testing options	Workers can choose their testing option from nasal swab, saliva or throat and front of nose (in some locations). Workers can switch to saliva testing by asking their employer or directly emailing

	<p>MIQWorkforceTesting@mbie.govt.nz as previously advised. At any point workers can switch back to nasal swab testing.</p>
Occasional workers	<p>A person is considered an occasional worker if they work at a facility for less than two days every period of seven days. Occasional workers must be tested by one nasal swab within seven days of a day worked, or two saliva tests within seven days of a day worked (each test being at least two days apart).</p>
Testing while on rostered days off or annual leave	<p>Quarantine Facility workers are not required to get a test while they are on rostered days off or annual leave.</p> <p>Managed Isolation workers are not required to get a test on rostered days off or annual leave if they have completed their two tests, at least two days apart, within their seven-day cycle. Isolation workers will need to get a test during their days off or on annual leave if they have not completed both tests within their current seven-day cycle.</p> <p>Please note, as a public health precaution, all workers are strongly recommended to have a test within five days of beginning their annual leave.</p>

As you are working in a MIQF you are also legally required to undergo COVID-19 testing, even though you may not have any symptoms. If you feel unwell at any time, you need to inform your Manager, and a COVID-19 test may be required.

Testing is done on-site, or you can be tested at a Community Testing Centre or other health service(s) if you are not on-site or away on leave. The Workforce Coordinator in your MIQF will support the Health workers to carry out staff testing.

You'll need to provide some personal details that the Ministry of Health, and/or the local District Health Board requires to identify your NHI number and confirm whether a COVID-19 test has been recorded against your name. Your information is handled in accordance with New Zealand's privacy laws.

Testing requirement for anyone finishing employment in Managed Isolation and Quarantine facilities

When you finish your employment or work in a Managed Isolation and Quarantine Facility, you are still required to complete the last test in your testing cycle to ensure compliance with the COVID-19 Public Health Response (Required Testing) Order 2020 (unless you have a medical exemption from the testing requirement).

If you had your last test prior to your final day of work, you must have one more mandatory test to complete your testing cycle. You should have that test no later than 5-7 days after ending work. After that test, your obligation to be tested ends (unless you start work again at a workplace that requires you to be tested).

If you get tested on your last day of work, you will have met your mandatory testing obligation. As a public health precaution, however, you are strongly recommended to have one further test within 5-7 days of ending work. You must also monitor for symptoms for the next 14 days, and if you have any symptoms of COVID-19 in that period, get a test, isolate and let your former employer know or contact your local public health unit.

For Returnees

Vaccinations are not required for Returnees.

Returnees are generally tested three times during their isolation stay, within the first 24 hours and then on or around days 3, 5/6 and, if the results of the day 5/6 test have not been received by day 7, a Rapid Antigen Test (RAT) on day 7 prior to exiting the facility.

Additional testing will also be conducted if a Returnee becomes symptomatic or is identified as a close contact of a confirmed or probable case.

Probable COVID-19 cases

If a staff member or Returnee is identified as a probable case of COVID-19 in the MIQF, they (and others in their 'bubble') will be moved to a Quarantine Facility.

Staff member: If you are at work, your MIQF Manager or Line Manager will advise the procedures you need to follow as per MoH guidelines. If you are at home, you need to self-isolate and stay at home. Call your GP (doctor) or Healthline, for free, on 0800 358 5453.

Returnees: The MIQF Manager will advise you about the process of asking Returnees to return to their rooms and stay away from transit areas while the bubble members are moved out and extra cleaning is carried out in the room and common areas they might have been in.

The IPC SOP specifies how the room of a Returnee who is a confirmed or probable case of COVID-19 must be cleaned.

Keeping track of your movements and close contacts

Contact Tracing

It is very important that you keep a complete record of your movements and close contacts, including other staff, during work and outside of work hours in case this information is needed for contact tracing.

If you have a smartphone, download and get into the habit of using the [NZ COVID Tracer app](#). Please ensure the Bluetooth function is on within your NZ COVID Tracer app. If you don't have a smartphone, keep a note of your movements in the way that works best for you, e.g. the [NZ COVID Tracer booklet](#).

Close Contacts, Casual Plus Contacts and Casual Contacts

There are three types of 'contacts'

- Close Contact.
- Casual Plus Contacts.
- Casual Contacts.

Close Contacts may live, work or have been in the same place at the same time as someone who is infectious with COVID-19.

Casual Plus Contacts have been in the same place (Location of Interest) at the same time, near someone infectious with COVID-19.

Casual Contacts are people who have been in the same place at the same time as someone infectious with COVID-19 but may not have been near the infectious person.

The Public Health Unit (PHU) determines a close contact, casual plus contacts and casual contacts based on a number of factors and provides advice on testing and isolation.

For further information and resources on classification of contact types, actions required for contacts and actions required for secondary contacts refer to <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/contact-tracing-covid-19>

Reporting Health and Safety near misses and incidents

A Health and Safety event is a situation or incident that has caused harm, or had the potential to cause harm, e.g., you trip on a floor tile, or a breach of IPC guidelines.

You must report all incidents and near misses which occur as a result of work activities in the incident register as soon as possible. The MIQF Manager must be advised so they can review and take appropriate action.

If you can't report the event yourself because of illness or injury, you can get someone to complete and submit on your behalf. Most events need to be reported within 48 hours – serious harm or notifiable events must be reported as soon as possible.

Ensure you keep clear records of the corrective actions taken to manage the incident or near miss.

Required testing for MIQF workers going on holiday

MIQF workers remain subject to mandatory testing under the Required Testing Order during days off and while on holiday, including at an overseas destination.

Where you are required to be tested while on holiday, you must be tested and advise your employer on your return to work that you were tested and the date it took place. You will also need to provide evidence, for instance through a text or email from the health body that undertook the test. If you are tested while overseas, your result will have to be provided by an approved, accredited laboratory. Once you complete your testing cycle on leave, you do not need to be tested again until you resume work as an affected person.

If your due date for a test occurs while you are overseas, you should take steps ahead of your travel to arrange to be tested when away. You will probably have to pay for your test, so check when booking the test whether there will be a charge and if so, the costs. If you are travelling overseas, including to a QFT country, you will also need to check the entry requirements of the country you are intending to go to, to determine whether there is a pre-boarding requirement that you return a negative COVID-19 test result within a set timeframe before you travel.

To align with the surveillance testing in use for Border Workers in New Zealand, the result must be for a Nucleic Acid Amplification Test (NAAT), which includes RT-PCR, performed on a nasopharyngeal swab.

Before travel, please check the Ministry of Health website and the relevant website of your country of destination to familiarise yourself with current travel requirements.

Looking after your Mental Health and Wellbeing

Working in a MIQF can be stressful. There are a number of things you can do to boost your mental wellbeing and that of your loved ones.

Stay connected – Connection with family and friends is important for your wellbeing as it can take your mind off work and help to make you feel safer, less stressed and less anxious. You and your MIQF colleagues can support each in the workplace.

Manage stress or fatigue – If you feel stressed or fatigued, or you notice signs of stress or fatigue in other staff members, talk to your Manager as soon as possible.

Stick to routines where possible – Try to go to sleep and wake up at the same time and eat at regular times. Things frequently change in a MIQF and routine provides some stability.

Follow good habits – Activities such as meditation or exercise can help you relax and have a positive impact on your thoughts. Try not to increase unhealthy habits like comfort eating, drinking, smoking or vaping. For more information, visit the MoH website for free stop smoking services: <https://www.health.govt.nz/your-health/healthy-living/addictions/smoking/stop-smoking>.

Where to get support

If you need support, we encourage you to talk to someone. This could be your People Leader, a colleague, your GP, or maybe a close friend or family.

As a staff member working in a MIQF, you also have access to Employee Assistance Programme (EAP). This is a free service that is confidential and anonymous for all staff. You'll need to let them know that you're working in a Managed Isolation or Quarantine Facility, but your personal information will be kept private and confidential.

- If the organisation you're employed by has an EAP provider, contact that provider.
- Otherwise, you can access EAP services provided through MSD by Benestar – phone 0800 360364 or email counsellingsupportnz@benestar.com

Keeping you and your family / whānau safe

Below is some guidance you can follow to keep you and your whānau and family safe.

At work

Wash your hands often – Washing your hands continues to be one of the easiest ways to keep yourself safe. Wash often. Use soap. 20 seconds. Then dry. This kills the virus by bursting its protective bubble. Or use 60% alcohol-based hand sanitiser – make sure you use enough to cover your hands and rub in until dry.

Cough and sneeze etiquette – Cough or sneeze into the crook of your elbow or use a tissue – dispose into a waste bin and wash or sanitise your hands. These basic actions will keep you and the people around you from sharing germs.

Physical distance – Maintain physical distance of two metres or more from Returnees

Use Personal Protective Equipment – Wear a medical mask, follow the instructions of where you need to wear one i.e. in Returnee zones. Depending on your role, other PPE may be required. Follow the training and guidance on using PPE if you need to wear it.

Limit what you take to work – Take essential items only, like your cell phone (remove the case if it is not wipeable), bank card and driving licence, and a washable lunchbox or container. Make sure these items are kept in the staff area away from Returnee's zones.

At home

Remove your work shoes – Ideally do this outside before entering the house.

Change out of your work clothes (if there are no facilities to do this at work) – Wash your hands, shower, and change into different clothes at home. Wait to hug family / whānau until this is complete.

Washing your work clothes – Follow normal laundry instructions and dry as you normally would. Remember to wash your hands after touching unwashed clothes you've worn at work.

Wash any lunchbox containers and/or drink bottles thoroughly.

Track your movements – Download and use the NZ COVID Tracer app or keep a thorough written record of where you go and who you meet with.

Physical distancing – Continue to maintain at least two meters physical distancing where possible.

Wash your hands – Continue to practice good hand hygiene outside of work.

Mask up – Wear a mask when you fly, take public transport or are in crowded public places.

Get tested – Keep an eye out for any symptoms of COVID-19. If you experience any of the symptoms of COVID-19, get tested as soon as possible, self-isolate while waiting for your test results and let your employer know. Stay home and away from public places if you are unwell.

More information about you, your families/whānau, loved ones and communities are kept safe can be found on the MIQ website: <https://www.miq.govt.nz/being-in-managed-isolation/isolation-facilities/on-site-staff/>

MANAGED ISOLATION AND QUARANTINE

How we keep our workers and their whānau safe from COVID-19

Our staff in managed isolation facilities are essential workers in the fight against COVID-19 in Aotearoa. We're committed to keeping them and their whānau, loved ones and communities safe. Here's how:

- Health**
 - Our people:
 - use personal protective equipment (PPE), hand gel hygiene and practice physical distancing
 - have daily health checks and access to working staff who are on-site 24/7
 - don't consume work & home on-site
 - are regularly tested for COVID-19.
 - Our people:
 - are encouraged to look after their mental wellbeing
 - have access to professional support if they are feeling stressed or unwell.
- Clear Facilities**
 - Our facilities are:
 - regularly cleaned with hospital-grade disinfectant
 - certified by infection prevention experts
 - empty (except for any visitors to hospital)
 - All visitors:
 - receive information and instructions on protecting their loved ones' health
 - are given a clear 'how-to' key
 - are tested against COVID-19 daily.
- Home and community**
 - We ask our people to:
 - keep records of their movements and close contacts (all 15 of their household contacts)
 - avoid public places
 - avoid off-hugging their loved ones at home until they have had a swab and changed clothes.
 - Strict rules and tight security
 - safety and security matter
 - our on-site staff include police, defence and security professionals
 - security is reviewed regularly.

For more about working safely, visit www.miq.govt.nz

SEE THE NEWS!
All the latest news & information - anytime

MANAGED ISOLATION AND QUARANTINE

19 January 2021

How we keep our essential workers, their whānau, friends and communities safe

Task briefing

This letter is on behalf of the Managed Isolation and Quarantine system in Aotearoa New Zealand. We want to provide you with assurance that our workers follow strict infection prevention controls (developed by the Ministry of Health) to manage all known risks of spreading COVID-19.

We take the safety of our workers and their families, whānau and broader communities very seriously. That's because the people who work in managed isolation and quarantine facilities do essential work to keep COVID-19 out of the community.

Our facilities operate at least Level 4, which is lockdown. Thanks to our workers, tens of thousands of people have returned from overseas and completed their managed isolation stay safely, before returning to communities.

You can be confident that the time facility staff arrive at work through to when they get home. They follow strict health and safety guidelines, which includes regular testing. The following information outlines what's involved in providing a safe working environment.

- Our workers – are provided with information and training to ensure they follow Ministry of Health personal protective equipment (PPE), hygiene and physical distancing protocols at all times. They have daily health checks and access to nursing staff who are on-site 24/7. If they are unwell they don't come to work. There is a programme of regular staff testing to ensure any transmission within a facility is caught early.
- All overseas returnees – receive information and reminders on protecting their own and others' health throughout their 14-day stay. Returnees are tested at least twice

MANAGED ISOLATION AND QUARANTINE

COVID-19 – Don't take it home

Advice for managed isolation and quarantine workers

START OF SHIFT	DURING SHIFT	END OF SHIFT	WHEN YOU GET HOME
<ul style="list-style-type: none"> Wash your clothes and shoes to work. Cleaned and keep work clothes and footwear work (about) Keep handbars in your car or bag and use on entry Leave personal phone in car, in a locked bag. Don't use your personal phone in the quarantine area. 	<ul style="list-style-type: none"> Wear at least one disposable or work coat. Any items to be removed when in quarantine areas. Don't eat or drink unless in your designated area and don't touch your face. Wash and dry hands on site and before leaving work. Wash your clothes and shoes on site. Don't use your phone in quarantine areas. 	<ul style="list-style-type: none"> Wash hands and head at work. Put work clothes in plastic bag to take home. Use PPE bins and work bins. 	<ul style="list-style-type: none"> Leave clothes outside or in a specific area. Put work clothes into washing machine, wash and dry clothes as normal. Wash and dry hands and feet on site or at home. If you go out again, observe the relevant Alert Level restrictions and keep a record of your contacts.

Interacting with the public and the media

Members of the public

Returnees' family or friends may not enter a MIQF to visit them during their 7 days of Managed Isolation. This is a precautionary measure to limit the number of contacts.

Encourage Returnees to use other communication methods such as making phone calls or using apps such as Zoom or Skype to keep in contact with family and friends.

Family and friends may stand outside the facility and speak to Returnees, but they must remain at least 2 metres distant. They must not pass items to Returnees.

Advice about social media and media inquiries

There is high public and media interest in the Managed Isolation and Quarantine system. Media may contact or want to visit facilities and you may also see comments in social media about our MIQFs or from Returnees.

News media

MIQF staff are not authorised to speak to news media on behalf of their organisations or on behalf of the Managed Isolation and Quarantine programme.

You should refer any media queries to the media email: media@mbie.govt.nz and/or duty media line: 021 826 239.

Our Communications Team will work with the journalist to identify the best agency to respond to the media inquiry and provide a response in a timely manner.

No media are allowed into the hotels or areas that Returnees are using. This is for the safety and wellbeing of all Returnees and to prevent the spread of COVID-19.

Appendix 1 contains further information on dealing with the media.

Social Media

Social media is a dynamic and fun way to communicate, but it must not interfere with your work and it's important to stay safe personally and professionally.

Only people who are authorised as part of their job can make public statements about MIQ.

If you are employed by a Government agency, you are expected to comply with the social media policy and Code of Conduct of your home agency.

Regardless of who your employer is, here's some quick tips about using social media:

- **Think before you post** – private comments can become public on social media, so think before posting online and use good judgement when sending a post.
- **Be kind** – never air workplace grievances online or be disrespectful of others.
- **If in doubt** – if you are unsure about what is acceptable, talk to your Manager.

- **If you are worried about social media comments about our facilities or workers –** let your Manager know who will contact our Communications Team.

Processes and Procedures

The MIQF Standard Operating Procedures (SOPs) describe how you should put into operation the policies and requirements outlined in the MIQF Operations Framework. It is important for you to read these documents to know how the MIQF operates.

For questions on SOPs, speak to your MIQF Manager who will provide feedback through your RIQCC. You can also email the MIQ SOP team: MIQ.OperationalSOP@mbie.govt.nz

Other questions

The Operations Framework and SOPs do not cover every circumstance that will arise in your managed isolation or quarantine facility. There are a range of other issues that may occur, and you should discuss these with your Line Manager.

Should the issue not be resolved you should approach the MIQF Manager or raise it at www.covid19.govt.nz/compliance.

This Staff Guide is updated regularly, and you will be notified when there are changes.

Note:

For general communications advice, talk to your Regional Communications and Engagement Advisor in your RIQCC.

If your Regional Communications and Engagement Advisor is not available, or if you have any feedback or questions about non-procedural documents, e.g., the Returnee Welcome Pack, email: MIQCommunications@mbie.govt.nz

Appendix 1: Media inquiries – advice for Hotel and Site Staff

There is high public interest in the Managed Isolation and Quarantine sites and media might contact staff or Returnees. The following advice has been prepared to guide you and help you support Returnees.

Joint-agency representatives are not authorised to speak to news media on behalf of their organisations or on behalf of the Managed Isolation and Quarantine programme.

General guidelines

News media organisations provide an essential service, particularly during this critical period.

If a journalist contacts you, you should refer them to the media email media@mbie.govt.nz and/or duty media line: 021 826 239.

Journalists are free to film or speak to people in public places, including areas outside the facilities, provided they follow physical distancing rules which are there to keep everyone safe.

No one is able to enter a Quarantine or Managed Isolation Facility without permission. This includes members of the media.

If you see a journalist breaking physical distancing rules or entering a Quarantine or Managed Isolation Facility report this immediately to the MIQF Line Manager.

Journalists are free to contact Returnees, provided they follow physical distancing rules and usual journalistic principles, including identifying themselves and respecting personal privacy.

If a Returnee asks for advice about contact with a journalist, use the advice below.

If Hotel Managers or Hotel Communications Teams receive media inquiries or wish to make public statements, please discuss this with your Regional Communications and Engagement Advisor first. We are happy to work with you on any media or communications needs.

Who should media call to inquire about isolation and quarantine hotels?

Refer them to the media email media@mbie.govt.nz and/or duty media line: 021 826 239.

The team will work with the journalist to identify the best agency to respond to their inquiry and provide a response in a timely manner.

In some cases, inquiries will be referred to the national agencies' Communications Teams.

How do I manage a media call or media visiting the site?

A journalist may have been invited to interview a Returnee, by the Returnee, or they may be visiting the facility to arrange an interview.

All site rules must be observed – no visitors from the public, including media, are allowed into the Managed Isolation and Quarantine Facilities or areas Returnees are using. This is for the safety and wellbeing of all Returnees and to stop the potential spread of COVID-19.

Journalists are entitled to film or interview Returnees in public places so long as they have the Returnee's permission, and they follow physical distancing guidelines.

It might be appropriate to ask journalists to respect the privacy of other Returnees who don't wish to be filmed or photographed.

How should I advise Returnees who ask whether they can do media interviews?

It is up to Returnees to decide whether they engage with journalists.

If Returnees agree to interviews, remote options such as phone or video calling are best to stop the spread of COVID-19.

If Returnees agree to in-person interviews, physical distancing rules must be followed, for example, across the security fence. Journalists are not able to enter MIQ Facilities – this is to stop the spread of COVID-19.

Appendix 2: Family violence and sexual abuse

Providing help for those that need it

Aotearoa New Zealand has very high rates of family violence and sexual violence. During times of stress violence can escalate and become even more dangerous.

The following provides information about common signs or disclosures of family or sexual violence, advice on how to respond and how to connect someone to a specialist helpline to get the support they need.

The information has been provided by the Family Violence and Sexual Violence Prevention team at the Ministry of Justice.

What is family violence and sexual violence?

Violence and abuse take many forms – it's not just physical. It can be:

- Threats, name-calling, jealousy, put downs, smashing things.
- Hitting, kicking, biting, pushing, strangulation, using weapons.
- Taking money, running up debts in their name, controlling what money is spent on.
- Rape, manipulating sexual activity, unwanted touching, sexual abuse of a child or young person, online sexual abuse.
- Not providing care, food, shelter, clothing, leaving children home alone, not getting medical attention to someone who needs it.

During isolation, people may be living with their abuser and not able to leave, someone may be abusing them online or via phone, or they may be dealing with the effects of past abuse.

How can you help?

Your job involves looking after people in isolation. Some of these people may be experiencing violence. We want people in harmful situations to get help as quickly as possible from the right services.

Recognise some common signs

People being abused may: <ul style="list-style-type: none">• Be fearful, nervous or worried• Be upset, sad, angry• Have bruises or other injuries, be in pain• Have slurred speech, be talking fast	They may say something like: <ul style="list-style-type: none">• Can you help me, I'm scared• I'm frightened for my children• I'm not ok• I'm worried about my Mum
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<p>A colleague may come to you for advice:</p> <ul style="list-style-type: none"> • They may suspect, or have been told, someone is being abused • They may be experiencing violence themselves and need help 	<p>Someone else may raise concerns:</p> <ul style="list-style-type: none"> • They may have been told that someone is being abused or has asked for help • They have heard yelling, crying, loud bangs from another room • They have noticed behaviour and/or injuries they are worried about
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What can you do?

Family and sexual violence, threats and harassment should always be taken seriously – don't make excuses for the violence. Violence is never ok.

If you are worried about somebody's safety call the Police on 111, even if you're not sure. Do this immediately.

If you think someone is being abused, and if appropriate, discuss your concerns with your Site Manager and decide what to do. If you are not sure what to do you can also contact one of the helplines listed below for advice.

Family Violence help:

- Family Violence Helpline: 0800 456 450 (9am – 11pm, seven days a week).
- Family Violence Crisis line: 0800 REFUGE or 088 733 843 (24 hours a day, seven days a week).

Sexual Violence help:

- Safe to Talk: 0800 044 334 or text 4334 (24 hours a day, seven days a week).

Concerns about a child or young person:

- Oranga Tamariki: 0508 326 459 or www.orangatamariki.govt.nz

Afterwards

Family or sexual violence can upset or raise issues for people. Make sure you and others are okay following an incident by:

- Making sure your Manager/Supervisor knows about the incident.
- Implement your Health and Safety policy following an incident. This will help to ensure you all get the support you need.
- Use the helplines above to talk to someone if needed.
- Access free, confidential counselling sessions from the Employee Assistance Programme (EAP).

